



Partnership Agreement

For TextMyGov Applications and Services

Prepared for:

Cortland
59 S Somonauk Rd, PO Box 519 Cortland, IL
60112-0519
Population: 4488
Prepared by:

Landon Beck
TextMyGov

Introducing TextMyGov

TextMyGov was developed to open lines of communication with local government agencies and citizens. The system works 24 hours a day and easily connects with your website and other communication methods.

Using the regular messaging app on any smartphone, the smart texting technology allows the citizen to ask questions and get immediate responses, find links to information on the agency's website, address problems, report any issues and upload photos.

According to the Pew Research Center, **97% of smartphone owners text regularly.**

The technology analysts at Compuware reported **that 80 to 90% of all downloaded apps are only used once and then eventually deleted** by users.

TextMyGov



Communicate

TextMyGov uses smart texting technology to communicate with citizens. Local government agencies can answer questions, send links to their website, and provide details on garbage pickup, utility payments, city news, events, office hours, just to name a few.



Engage

TextMyGov uses smart texting technology to engage with citizens. Citizens can easily report issues to any department, such as potholes, drainage problems, tall grass, junk cars. The issue reporting function can be customized for each department and their most commonly reported items. Agencies can engage citizens and ask specific guided questions regarding location, address, street name, and more. If your goal is to engage with citizens and get smart valuable data- You need TextMyGov.



Boost Website Traffic

TextMyGov uses smart texting technology to maximize a city's website. Citizens can text in keywords like festival, parking, ticketing, meeting, sporting event, etc. The smart texting technology can answer the question or send a link from the city's website with additional information. Local government agencies spend thousands of dollars each year on their website. TextMyGov is the best way to benefit from that investment. If your goal is to benefit from your website investment- You need TextMyGov.



Track

TextMyGov uses smart texting technology to track and record all the information that is sent in. Agencies can track the cell phone number, date, and time of every request. If your agency wants to be compliant with FOIA- You need TextMyGov.



Work

Smart texting uses detailed information to track a citizen's request or create a work order. Work orders and requests can be generated and completed. Smart texting allows you to easily collect information like name, location, street address, and allows the user to upload a photo. If your agency wants to track real requests and real work orders submitted by a real cell phone number- You need TextMyGov.

Org ID: 67438

TextMyGov
P.O. Box 3784, Logan, UT 84323

Deal ID: 44221



Getting Started

- After the execution of the Agreement Confirmation page, a project manager will be assigned to assist the client through implementation. A local phone number will be obtained for use with TextMyGov.

Configuration

- The project manager will work with the client to customize interactive responses, create automation flows, and keyword lists. Training will be provided on how to quickly create and edit data.

Media Kit

- Advertising materials will be provided to the client, including an infographic for the website and downloadable flyer for social media and other communication methods used by the agency.

Unlimited Training and Support

- After initial implementation and training, unlimited on-going support is included. Our experts are available M-F 6am-5pm MST.

This quote represents a subscription to TextMyGov with an annual recurring charge for an initial period of 3-Year(s) (the "Initial Term"). The agreement is set to automatically renew on the anniversary date of this agreement, after the Initial Term. Support and service fees may increase following the Initial Term but will increase no more than 5% per year. See below for package price and other details.

Terms and conditions can be printed and attached as Exhibit A or viewed at www.TextMyGov.com/terms



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APPENDIX A
APPLICATIONS, SERVICES AND PRICING SCHEDULE

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Standard Billing Terms

Recurring Fees:

Standard Invoice Date	Amount	Invoice Purpose	First Year Service Period
30 Days Prior to the Period Start	\$5,000.00	Annual Invoice	06-01-2026 - 05-31-2027

Setup Fees

Standard Invoice Date	Amount	Invoice Purpose	First Year Service Period
30 Days Prior to the Period Start	\$2,500.00	Agreement Setup Amount	60 Days after Kickoff

Annual Subscription Fees

Application ID	Classification	Application Name	Standard Pricing	Agreement Pricing
TMG-1		TextMyGov Core	\$5,000.00	\$5,000.00

Subscription Fee Total (This amount will be invoiced each year) \$5,000.00

One-Time Setup

Service(s)	Agreement Pricing
Implementation/Setup Fee (Year 1)	\$2,500.00

Recurring Agreement Pricing \$5,000.00

Agreement Setup \$2,500.00

Total Due Year 1 \$7,500.00

NOTES

- I. This is a 3-Year Agreement. Either Party may terminate this agreement at the end of the Initial Term by providing the other part with written notice of termination at least sixty (60) days prior to the expiration of the initial term. If Customer terminates the agreement the remaining balance for the Initial Term, if any, will be immediately due and payable. After the Initial Term, this agreement will automatically renew for successive one (1) year terms ("Renewal Term") unless either party provides written notice of non-renewal at least sixty (60) days before the expiration of the then-current term. Should Customer terminate the agreement within the sixty-day period before the expiration of the Initial Term or any Renewal Term, Customer will be obligated to pay the total balance due for the subsequent Renewal Term.
- II. Customer will be invoiced on an annual basis. Invoices will be sent by mail and email to the addresses listed on the Agreement Confirmation page below. Annual invoices will be dated and sent 30 days prior to the period start date each year. Payment is due within 30 days from the date of the invoice.
- III. Customer is required to put TextMyGov widget on the Agency's Web Home page.
- IV. This agreement must be signed and returned by 05-27-2026.
- V. Customer is authorized to enter into this agreement and by signing the Agreement Confirmation, agrees to all terms herein and all Terms and conditions listed above.
- VI. Customer is required to provide copy of W-9.

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**APPENDIX B
PRODUCT DESCRIPTIONS**

Application / Feature	Core	EMA	Premium
TextMyGov Web-Based Software	x	x	x
Local Phone Number	x	x	x
Short Code Number (for outgoing messages)	x	x	x
TextMyGov Provided Database	x	x	x
Facebook Integration	x	x	x
Spanish Translation	x	x	x
Unlimited Users	x	x	x
Unlimited Departments	x	x	x
Unlimited Support for Every User	x	x	x
10 GB Managed online data storage	x	x	x
50,000 Text Messages Per Year	x	x	x
IPAWS Integrations		x	x
NOAA/Weather Alerts		x	x
Enhanced Media Care Package			x
Citizen Surveys*			x
Voice Calls			x
Mass Emailing			x

* The Citizen Surveys add-on allows municipalities to collect feedback from residents via SMS, Email, or Social Media. This feature enables automated survey distribution, real-time response tracking, and data insights to enhance community engagement.

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TextMyGov provides additional applications and services that can be purchased as part of the TextMyGov solution. These can be added to the customer's annual cost, upon request.

Service	Pricing	Cycle
EMA Package <ul style="list-style-type: none">• Core Package• IPAWS Integrations• NOAA/Weather Alerts	Price based on Population	Annual
Premium Package <ul style="list-style-type: none">• Core Package• EMA Package• Enhanced Media Care Package• Citizen Surveys<ul style="list-style-type: none">• The Citizen Surveys add-on allows municipalities to collect feedback from residents via SMS, Email, or Social Media. This feature enables automated survey distribution, real-time response tracking, and data insights to enhance community engagement.• Voice Calls• Mass Emailing	Price based on Population	Annual
Citizen Requests	Price based on Population	Annual
Monthly Uploads	Price based on Population	Annual
Additional Storage - Each unit of storage contains an additional 100GB.	\$250	Annual
Additional Text Messages - Additional text messages can be purchased at any time. (\$750 for 100,000), (\$550 for 50,000), (\$300 for 25,000). Unlimited texts are available as well. See your Account Executive for details.	Price based on amount of text messages	Annual
Unlimited Text Messages	Price based on Population	Annual

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Agreement Confirmation



Implementation Team Information	
Name	<input type="text"/>
Title	<input type="text"/>
Email	<input type="text" value="your@email.com"/>
Office Phone	<input type="text" value="(000) 000-0000"/>
Cell Phone (Required)	<input type="text" value="(000) 000-0000"/>

Implementation Team Information	
Name	<input type="text"/>
Title	<input type="text"/>
Email	<input type="text" value="your@email.com"/>
Office Phone	<input type="text" value="(000) 000-0000"/>
Cell Phone (Required)	<input type="text" value="(000) 000-0000"/>

Billing Information	
(Invoices for the amount will be sent two weeks after signature with net 30 days. Invoices will be sent from an iWorQ email address.)	
Billing Contact Name	<input type="text"/>
Title	<input type="text"/>
Email	<input type="text" value="your@email.com"/>
Office Phone	<input type="text" value="(000) 000-0000"/>
Address	<input type="text"/>
Tax Exempt ID	<input type="text"/>
<input type="text"/>	

Agreement Signature	
Name	<input type="text"/>
Title	<input type="text"/>
Date	<input type="text" value="Signing Date"/>
Signature	 <input type="text" value="Signature"/>

Widget Contact	
Name	<input type="text"/>
Title	<input type="text"/>
Email	<input type="text" value="your@email.com"/>
Phone	<input type="text" value="(000) 000-0000"/>
<p>*This person is responsible for placing the TextMyGov widget (see options- TextMyGov/Widget Link) on the agency's website within 60 days of the agreement signature. The TextMyGov widget will remain on the agency's website for the duration of the agreement. If the widget is not placed on the City/County website within 60 days, the Agency agrees to pay an additional \$1,000 towards setup costs (this is to cover TextMyGov's time.)</p>	

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Twilio Contact Authorization




Twilio Authorized Contact (1)	
Employee Name	<input type="text"/>
Job Position	<input type="text"/>
Email	<input type="text" value="your@email.com"/>
Phone Number	<input type="text" value="(000) 000-0000"/>
Business Title	<input type="text"/>

Twilio Authorized Contact (2)	
Employee Name	<input type="text"/>
Job Position	<input type="text"/>
Email	<input type="text" value="your@email.com"/>
Phone Number	<input type="text" value="(000) 000-0000"/>
Business Title	<input type="text"/>

I confirm that my nominated authorized representatives agree to be contacted by Twilio.

***Twilio contact can be the same as the implementation contact. Twilio requires us to have two authorized contacts. They rarely reach out, but if there are any support questions, they require these contacts. ***

Provide your W-9 / Tax Exempt Form:

 [Click to upload a file](#)